



Rights of Tenants in Assisted Living Programs & Elder Group Homes



WHO SHOULD I CONTACT IF I AM CONCERNED ABOUT MY RIGHTS?

If you have concerns about maintaining your rights as the tenant of an assisted living program or elder group home operating in Iowa, please call the Office of the State Long-Term Care Ombudsman at 866.236.1430.

Depending on your situation and where you live, you may be connected with the Local Long-Term Care Ombudsman who monitors programs and homes in the part of Iowa in which you reside, or you may be referred to another staff member who can assist you with legal issues, discharge concerns, elder abuse or other matters.

ALL TENANTS OF ASSISTED LIVING PROGRAMS AND ELDER GROUP HOMES HAVE THE FOLLOWING RIGHTS:

- To be treated with consideration, respect and full recognition of personal dignity and autonomy.
- To receive care, treatment and services that are adequate and appropriate.
- To receive respect and privacy in the tenant's medical care program. Personal and medical records shall be confidential and the written consent of the tenant shall be obtained prior to releasing the records to any individual, including family members, except as needed in the case of a tenant's transfer to a health care facility or as required by law or a third-party payment contract.
- To be free from mental and physical abuse.
- To receive from the manager and staff of the program a reasonable response to all requests.
- To associate and communicate privately and without restriction with persons and groups of the tenant's choice, including the long-term care ombudsman, at any reasonable hour upon the tenant's initiative or upon the initiative of the persons or groups.
- To manage personal financial affairs, unless a legal representative has been appointed for the purpose of managing the tenant's financial affairs.
- To present grievances and recommend changes in programs, policies and services to the program's staff or person in charge, whether personally, through other persons or in combination with others, without fear of reprisal, restraint, interference, coercion or discrimination.